

July 1, 2013

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 – 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 10-90  
Lumos Networks, LLC (f/k/a FiberNet, LLC)  
Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)**

Dear Ms. Dortch:

Enclosed for filing please find Lumos Network, LLC's (f/k/a FiberNet, LLC) Annual Reporting Requirements for high cost recipients pursuant to Section 54.313(a)(2)-(6) of the Federal Communications Commission's rules and regulations. This Annual Report is also being submitted to the Universal Service Administrative Company.

Please address any inquiries or further correspondence regarding this filing to my attention at 1200 Greenbrier Street, Charleston, WV 25311. Should you need to contact me directly, I may be reached by telephone at (304) 720-2159, by facsimile at (304) 720-2121, or by e-mail at [hamulas@lumosnet.com](mailto:hamulas@lumosnet.com).

Sincerely,



STEVEN HAMULA  
Director of Regulatory Affairs  
Lumos Networks, LLC

SH/s  
Enclosures

**Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)**

**WC Docket No. 10-90**

**§ 54.313(a)(2) – Outage reporting**

☐ My company was not required to collect this information in 2012.

☒ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

**§ 54.313(a)(3) – Unfulfilled service requests**

☐ My company was not required to collect this information in 2012.

☒ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

**§ 54.313(a)(4) – Customer complaints per 1000 connections**

☐ My company was not required to collect this information in 2012.

☒ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

**§ 54.313(a)(5) – Service quality standards and consumer protection rules**

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

**§ 54.313(a)(6) – Ability to function in emergency situations**

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Lumos Networks LLC	West Virginia	209002

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



[Signature of Corporate Officer]

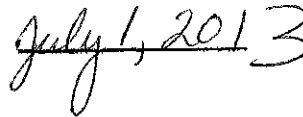
**Mary McDermott**

[Printed Name of Corporate Officer]

**Sr. VP - Legal & Regulatory Affairs**

[Title of Corporate Officer]

Date:



Carrier's Name Lumos Networks LLC  
Carrier's Address 1200 Greenbrier Street  
Carrier's Telephone Number (304) 720-2100

Date	Markets Impacted / Location	Total Duration	High Level Root Cause
1/10/2012	Weston	1h, 39m	Equipment failure
1/21/2012	Huntington, Barboursville, Williamson	23h, 26m	Fiber cut
2/14/2012	Huntington	3h, 49m	Frontier hardware failure
2/17/2012	Glenville	3h, 28m	Equipment failure
2/28/2013	Glenville	6h, 51m	Equipment failure
3/9/2013	Huntington	1h, 12m	Frontier network issue
3/30/2012	Williamson	5h, 38m	Cabling issue
5/28/2012	Kingwood	8h, 41m	Fiber cut
6/29/2012	Buckhannon	74h, 38m	Storm (Derecho)
7/1/2012	Beckley, Bridgeport, Buckhannon, Burnsville, Clarksburg, Elkins, Fairmont, Gassaway, Glenville, Grafton, Kingwood, Milton, Mineral Wells, Morgantown, Moundsville, New Martinsville, Parkersburg, Point Pleasant, Shinnston, Spencer, Summersville, Suncrest Morgantown, Vienna, Weirton, Weston, Wheeling, Woodsdale	25h, 40m	Storm (Derecho)
7/17/2012	Nitro, Montgomery, Cross Lanes	4h, 42m	Equipment/ Software issue
9/25/2012	Logan, Madison	1h, 26m	Two events - provider power issue and fiber cut
10/5/2012	Kingwood	14h, 45m	Fiber cut
10/30/2012	Logan	4h, 38m	Circuit routing issue
10/30/2012	Summersville, Glenville	6h, 21m	Circuit routing issue
11/27/2012	Elkins	9h, 8m	Frontier equipment failure
11/29/2012	Parkersburg	46m	Equipment failure
12/2/2012	Glenville	21 hours	Fiber cut
12/11/2012	Ripley	2h, 3m	Gas explosion- Sissonville
12/20/2012	Ripley	13h, 17m	Hardware failure

**Lumos Networks LLC – Unfulfilled Orders CY 2012**

Count of Distinct Customers	Service Order Type	Service Order Type Description
50	CLTD	CL Disc After DNP
17	ITD	IN FINANCIAL DISCONN
464	IPD	IN PERM DISCONNECT
531		Total CY 2012

## Lumos Networks LLC Wireline Complaint Summary Report 2012

Product Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
CLEC	6	4	8	7	11	3	18	10	3	3	4	5	82
Directory													0
Internet, DSL, PBB													0
T1 PRI													0
Business													0
Residential			2						2	1		2	7
Video													0
VoIP													0
<b>Total</b>	<b>6</b>	<b>4</b>	<b>10</b>	<b>7</b>	<b>11</b>	<b>3</b>	<b>18</b>	<b>10</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>89</b>

Root Cause Summary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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### Billing/Payment Issues

Acct Maint. - Billing	2		1	1	3		3	1	2				13
Acct Maint. - Disconnect	1										1		2
Acct Maint - Refund Delay		1										1	2
Acct Maint. - Other											1		1
Bill Educ-Add'l Acct Charges													0
Bill Education - Fraud													0
Bill Education - Other													0
Bill Education - Rate plan													0
Bill Education - Refund													0
<b>Total Bill/Payment Issues</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>18</b>

### Cust Relations Issues

Cust Care - Cust Service		1	1				1						3
Cust Care - Misinformation													0
Cust Care - Mistreatment													0
Cust Care - Policy Dispute		1	2					1					4
Retail - Customer Service													0
Retail - Misinformation													0
Retail - Mistreatment													0
Retail - Policy Dispute													0
Other			1								1		2
<b>Total Cust Relation Issue</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>9</b>

### Product/Serv/Tech Issues

Wireline Equip - Hardware			1	2			1			1			5
Wireline Equip - Software													0
Other LEC Facilities	3	1	3	3	6	3	13	8	3	3	1	5	52
Other			1	1	2							1	5
<b>Total Product/Serv/Tech</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>3</b>	<b>14</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>62</b>

<b>TOTAL ALL ROOT CAUSES</b>	<b>6</b>	<b>4</b>	<b>10</b>	<b>7</b>	<b>11</b>	<b>3</b>	<b>18</b>	<b>10</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>89</b>
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